

# HCSIS Alert!

Department of  
Mental Retardation

ISSUE #18: August 4, 2006  
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**TIPS:** Users should not double click on any of the action buttons in documents, e.g., Finalize, Submit, Create, etc. This can cause a number of problems, ranging from duplicate documents to difficulty finalizing. Users should only single click.

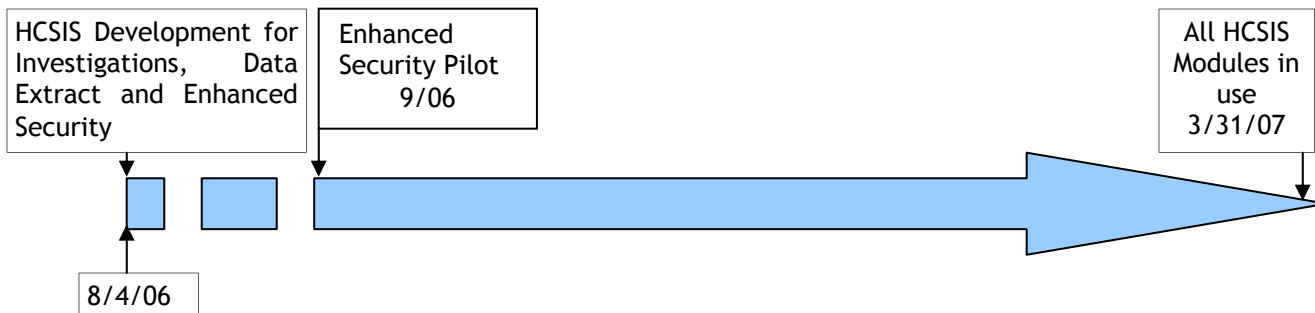
During Implementation - Contact  
your Area, Regional Office Facility  
Contact with questions.

**COMMUNICATION:** During the implementation, Providers, Area, Regional Office, and Facility staff should pose questions and issues through their Area/Regional Office/Facility contacts. The issues will be recorded and a response generated either directly or after consultation with other technical staff. After implementation, DMR staff should route issues through their Area, Regional or Facility Contact who will, in turn, either answer the question/address the issue or refer the issue to the DMR Help Desk for resolution. Providers should also use the DMR Help Desk for any issues related to HCSIS. The DMR Help Desk will then refer the issues to the appropriate person for resolution, if they cannot answer or resolve the issue. We are using the DMR Help Desk (1-866-367-8163) to monitor and report the issues so we can determine any training or enhancement needs.

**INCIDENT CATEGORIES:** When choosing an incident category, select the one that represents the primary or most important issue to capture in the report, not necessarily the one that appears first on the category list that seems to fit. For instance, an individual is believed to have been the victim of a sexual assault and ends up at the hospital. Even though "Unexpected Hospitalization" appears first in the category list (as representing a higher severity of event), "Sexual Assault" actually captures the event better. Also, try to remember that there is now a new category "Physical Altercation" which should be used for individual to individual and individual to staff contacts that do not rise to the level of "Assault".

**STATEWIDE HCSIS WORKGROUP:** This group, chaired by Connie Lehr, consists of Paula Potvin (NE), Rose Bevins (Facilities), Damien Arthur (CW), Kim Kelly (Metro), Rod Johnson (SE) and Jane Ryder (State Ops.). A technical support person from Central Office will also be added and a Business Analyst from DMR will round out the Team. The Team has already met and has begun discussing issues. In addition to targeting specific problems facing users in business processes and interpretations, the group will also be reviewing requests for enhancements/fixes. They will forward issues to DMR Central Office for resolution when they cannot be addressed by the Team. They will also begin development of a HCSIS Manual.

## HCSIS ARROW



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**QUICK GUIDES:** The quick guides are now available directly from the Bulletin Page in HCSIS. Now when you access HCSIS through the Virtual Gateway, you will see a link to take you directly to the quick guides on the training website.

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**FACILITY NOTES:** Below are some reminders, tips and clarifications for Facility Users:

1. Facilities can request extensions on submitting final incident reports.
2. Correction of information on an incident report after it has been submitted can be handled in a number of ways. One way is to explain the correction in the Management Review. Another way is to reject the report allowing the person who submitted it to correct it. Finally, the event can be deleted and re-entered.

**GENERAL ISSUES:**

1. When completing an Incident Report, do not use the name of another individual (except in a Site-Based Report) or staff; instead refer to staff as Staff 1 or Staff 2, and individuals as Consumer 1 or Consumer 2.
2. If a person is in the hospital, do not finalize the Incident Report until the person is discharged. Request and extension, if necessary, but don't finalize the report.
3. All providers of residential supports should now be entering their Health Care records directly into HCSIS. Refer to HCSIS Alerts # 11 and #12 for further information.

**HCSIS ALERT!:** We are planning some changes to how often the HCSIS Alert! will be issued. There is some thinking that since we are no longer in implementation mode, we will generate Alerts! only when significant changes or events occur, so as not to diminish the value of using this method of communication. We are planning other ways to capture feedback and input around technical and process issues. Look for more information soon.

**ENHANCEMENTS:** Here are some of the enhancements that have been put into production:

- A "Save and Continue" button has been added to the AO Management screen
  - The Area Nurse now has access to see Filing and Review Process Management Screens
  - There is now an Alert within an agency when an initial IR is submitted
  - There is now an Alert for the Area Nurse when a Death Report is submitted
  - There is now an Alert back to the Provider when an IR is escalated
  - Alerts are now sent to Investigation roles for death reports
  - The Auto delete function for all Death Report alerts after 14 days has been disabled
- The next enhancement releases are scheduled for the end of August.

**REMEMBER:**

1. Share this Alert! with other people in your organization - Perhaps at staff meetings
2. Call your Area Office or the DMR Help Desk (1-866-367-8163) with questions
3. Virtual Gateway Help Desk 1-800-421-0938, for provider log-in and new user issues